



March 21, 2011

IVH Insights

NEWS FROM VOLUNTEER SERVICES

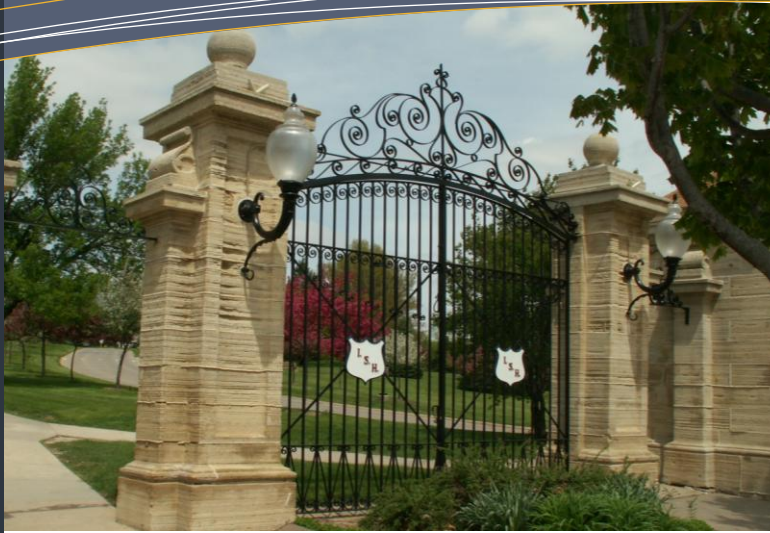
by Diane Lemker

This month, the Volunteer Advisory Committee decided to sponsor a St. Patrick's Day Social in place of the Foreign Food Fair since the Malloy LRC was not available.

On March 17th, our residents were treated to green jello cake, hot chocolate and mints while they visited and enjoyed piano music played by volunteer Marge Neymeyer.

The residents who attended the social received pins made by the DAR, canteen gift certificates from the DAV/DAVA, and clothing items from the PVA.

MCC Instructor Brenda Heitmeyer and several MCC students will be at IVH again on April 6th to provide computer training. The training will be held in Conference Room 7 from 2:00 p.m. to 4:00 p.m. They are offering lessons on basic computer skills, email, internet and Word documents. Interested residents should sign up in Resident & Family Services or Rehab Services.



this issue

Performance Improvement P.2

Heinz Hall P.2

Nursing Department P.2

Admissions Department P.3

Resident & Family Services P.3

IT Department P.3

Calendar of Events P.4

Announcements P.4

Budget Update P.4

Hospice & Palliative Care by Tammy Haren, RN

The Palliative and Hospice Committee has just completed its report to the Clinical Practice Council and would like to share some of the comments that were received from the Quality Assurance Indicator ("QAI") survey letters which are sent to the family after the death of the resident who had received end-of-life care. This survey helps IVH monitor the areas that need improvement and where we do well.

Over 70 new referrals for the calendar year of 2010 were received, and 59 referrals are carried over from previous years for a total of 130 referrals who have been or are currently considered to be utilizing IVH Palliative or Hospice Care services. During this period, 65 QAI letters were sent to family members and 36 letters had been returned for a 55% return rate.

Comments from the 2010 QAI survey returns:

1. IVH was a great blessing and we are all grateful to IVH.
2. We appreciated all the kindness and support offered.
3. Appreciate all of the care, concern and support he received, Thank you and continue to serve the veterans at IVH.
4. Our family was very pleased with the care of our brother. He seemed to be content there.
6. Thank you for all you did for my father. We greatly appreciate you all.
8. You all have done a wonderful job. No words can explain how grateful we are.
9. We had communication with the staff and we were informed promptly.
11. Always move forward by giving the best care and support possible for patient and family. Thank you very much.
12. Pleased and comforted by the support.
13. Thank you for informing us how things would happen and being there for us. You have a fabulous program and should be proud.
14. We were very glad that you and your staff were there for my brother when we could not be.
15. We think you are doing a good job and keep up the good work for our veterans.
17. Just keep doing what you are doing
18. Your services are outstanding

"Mom received outstanding care from the entire staff on M3S during her six months on the unit. Their compassion and concern contributed to the quality of life on the unit as well as throughout IVH."

Thank you to the RNs, LPNs, RTWs, RAs and multi-disciplinary professionals who have provided one-to-one end of life care for our residents and their families.



Heinz Hall Update

by Diana Rohach, RN

Residents and HH staff are all excited about the first signs of Spring as we have noticed large groups of robins flying among the trees. Several residents have taken advantage of the warm temperatures by sitting outside in the gliders and soaking up the warm sun.

The HH team continues to work hard finding placement in the community for the those residents who no longer qualify for residential level of care. We are also busy with internal transfers. Much thanks needs to be given to the HH staff who have been busy moving residents.

We are also gearing up for another Living in Balance ("LIB") class that will start March 28, 2011. We currently have seven residents signed up for the upcoming LIB class. If other units have any residents who might be interested please contact Deb at ext. 4269 or Diane at ext. 4284.

IVH Insights is a twice-monthly publication of the Iowa Veterans Home.

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Call ext. 4397 or

send to PR/Mktg Dept.

Performance Improvement Update *by Cindi Hineman*

The SOAP format is being used by staff when documenting in the resident record. SOAP format means that information is broken down into **S-subjective information, O-objective information, A-assessment and P-plan**. This format will help organize the information or data collected on each resident and outline what your thought process was and the actions that were taken. There were many educational sessions provided. If you were unable to make it to the session, there is a make-up packet available.

This is the year for several surveys. We all need to perform our work like a surveyor is watching us. We are expecting State Surveyors at any time.

As always, the surveyors are looking to make sure we are following our policies. Simple things like proper hand washing and making sure that we don't contaminate the environment are things that surveyors look at when

observing staff. Personal care items cannot be left unattended.

Surveyors may open an alarmed door and see how long it takes the staff to respond.

When entering a resident room, you need to knock and wait for a response from the resident before you enter unless the resident is not capable of a response. This does not apply in emergency conditions.

Please do not leave oxygen running when the resident is not in the room. Surge protectors must be metal. All doors must be able to close and latch, nothing can impede a door closing.

Residents must be protected against hazards to themselves and others or the environment.

Electrical Requirements - surge protectors have only certain items that can be plugged into them. If you have questions, please contact your Supervisor.

Nursing Department *by Sarah Workman*

Additional reassignment of nursing supervisors has recently occurred:

- Aaron Polley, NS2 to Dack 2
- Denise Weil, NS2 to Malloy 4 North
- Glenda Norman, NS2 to nursing office to oversee bed book and admissions.

In an effort to provide optimal resident care in a timely manner, Nursing Department is working with Primary Care Providers to resurrect physician standing orders.

Additional initiatives include ensuring appropriate follow up on Drug Regime Review, evaluating Monthly Report process, and reviewing Transcription of Orders.

We encourage you to continue to review and monitor areas of previous concerns in preparation for pending DIA inspection.

SOAP format charting began March 1st.

Reminder to all nursing staff. There are numerous available resources to express any concerns you may have: charge person; unit RN; unit supervisors; and nursing administration. There is always a nurse supervisor available by pager or phone.

Admissions Update *by Doug Freeman*

The Admissions office is currently working with the Information and Technology Department to develop an **electronic application process** that would be available on the IVH web page at www.iowaveteranshome.org.

The applicant or legal decision maker completing the application will still need to obtain the County Commissioner's signature on the application. This signature is the certification that the applicant has been a resident of that county prior to the date of the application as provided for by Chapter 35D of the Code of Iowa. This also provides the applicant with the opportunity to discuss their specific needs and/or concerns with the County Commissioner or their staff.

The ability to access and complete the admissions documents online, print the documents and then meet with the County Commissioner or their staff has been requested by several counties in an attempt to help expedite the application process.

The current census is 633. We have 67 residents on the residential waiting list. During the past two months we have admitted 24 residents with 12 of the admissions occurring within three days of being scheduled.

Celebrate. Remember. Fight Back.
2011 Marshall County Relay for Life
"Combat Cancer"

Event Date and Time

Sat July 23 into Sun July 24 2011 6pm-6am

Event Location

Marshalltown High School Track

Join the Iowa Veterans Home Relay For Life Team Today. Contact Captain Amanda Thill at x4221 to sign up today!!!

Summer IVH Employee Golf Tournament

Friday, June 10 ~ 8am to 5pm
Town & Country Golf Course
Grundy Center

Cost: \$120 per team (4). Carts available.
Pot luck. Great Prizes. Everyone wins.
Four-person Best Shot.

Contact Greg Schaa to sign up your team.

Technology Department *by Rob Buchwald*

Have you taken time to look at what is available from the IVH SharePoint site? Everything from phone and pager numbers to canteen and dining room menus to instructions on various topics. For instance, under the "Documents" library (left pane on the window) you can find links to the IVH Directories which contain IVH telephone numbers, pager numbers, unit assignments for various staff; recreation calendars, the monthly Safety newsletters and, of course links to [IVH Insights](#).

There is even an "IT How-To" document library. This consists of some "self-help" information that you can access before contacting the IT Help Desk. Topics include:

- "How to Recall an E-Mail Message;"
- "How to Recover Deleted E-Mails;"
- "How to Add a Printer;"
- "How to get your Web Access (e-mails from home);" and
- "Payroll Warrant (from home)."

Send any suggestions for other topics you would like to see covered to the IT Help Desk.

Links to more information can be found by going to the IVH SharePoint Site and clicking on the topic "Links to Applications, Reports and Lists" (found under the heading "Sites" further down in the left pane). From there you will be able to log into applications (i.e. Print Shop; Client Photo; Housekeeping work orders) or locate reports that you have permission to view.

And, using the tabs near the top of the window, you can find IVH Forms; IVH Policies, and even Training information (like ADL-related instructions).

IT Staff are continually updating the IVH Sharepoint web page. Take the time to browse and see what information is available.

RESIDENT & FAMILY SERVICES

by Nikki Pansegrau, SW3

March is "National Social Worker Month." Social work is a profession for those with a strong desire to help improve people's lives. They help individuals with social problems, disabilities or life threatening diseases. They also help families with domestic conflicts, spousal and child abuse.

Many social workers specialize in specific populations and areas, but some also conduct research, advocate for services and policy development. These include child and family social workers, school social workers, public health, mental health, substance abuse, administrators, and policy makers and planners.

IVH Social Workers fall under the grouping of medical and public health social workers. These staff members provide psychosocial support to residents and families in a variety of ways. Look to future IVH Insights articles for specific job information.



IVH Website Calendar

Submit your event information on the IVH website calendar. It's quick and easy and the calendar is available to staff, residents, and the community. Log on to www.iowaveteranshome.org and click on "Calendar" to begin.

Upcoming Events

Day	Date	Time	Event	Location
Sun	3/27	9am-1pm	4H Omelet Breakfast	Grundy Center Comm Ctr
Mon	3/28	9 am	Legislative Town Hall Meeting	Dack LRC
Tues	4/12	8am-4:30pm	"Mental Health Issues in Long Term Care and Geriatrics" Symposium	Whitehill
Tues	4/12-14		County VSO Directors Spring School	Des Moines
Fri	6/10	8am-5pm	IVH Staff Golf Tournament	Grundy Center
Mon	5/30	10 am	IVH Memorial Day Program	Dack Dining Room
Sat	7/23-7/24		Marshall County Relay For Life event	MHS Track

Announcements

Attention all AFSCME Local 2984 members:

We are once again accepting applications for our college scholarship. Qualification for the scholarship include: be the child or grandchild of a current AFSCME Local 2984 member and be a senior in high school. There are two scholarships available; first place is \$500 and second place is \$250. Applications are being accepted from March 31 – May 1, 2011. The applications are available from all Local 2984 officers. Lists of officers are posted in all AFSCME locked bulletin boards in each building on the main floors.

Check out the Orpheum Theater Center and their movie schedule on their website at www.orpheumcenter.com.



Holy Week Prayer Services. There will be 15 minutes prayer services in the IVH Chapel each weekday of Holy Week. Services will run from 12 noon-12:15. Residents, staff, volunteers, and family are invited to attend. Those leading each day are as follows:

Monday, April 18th: Kim Marsh

Tuesday, April 19th: Susan Wilkinson

Wednesday, April 20th: Dex Walker

Thursday, April 21st: Tom Renze

Friday, April 22nd: Penny Cutler-Bermudez

The Cartwright Pavilion Farmers Market (near The Bickford House) will open on Saturday, May 14 at 8 am. The Market will be open every Saturday from 8-11 am and Wednesday from 4-6 pm through end of October. This Market is certified to accept WIC checks. Enjoy produce and baked goods from a variety of local vendors.

Business Services Update *by Greg Wright*

Below is the state appropriation budget the Governor has recommended for the Iowa Veterans Home for the next two fiscal years:

Governor's Recommendation

Iowa Veterans Home Operating Budget:

Status Quo Appropriation FY11

FY12

FY13

\$9,630,846

\$9,630,846

Budget Cut January 2011

(\$678,695)

(\$678,695)

\$8,952,151

\$8,952,151

Fox Building open 12 months

\$1,256,549

\$1,256,549

Ulery Building open 12 months

\$1,301,128

Governor's Recommendation

\$10,208,700

\$11,509,828

Capitals:

Generator upgrades

\$750,000

The legislature is just starting to focus upon state agency budgets and at this time I really don't have any new information.

The Phase 3 bids were opened March 10th. The lowest bid came in under the projected construction budget. We are awaiting the expiration of the appeal process; then we will be able to officially announce the lowest compliant bidder. IVH will be submitting the remaining grant application documents by March 23rd and we anticipate the Federal VA will take up to 90 days to award a grant.